



## UTRCA Application for Refund of Overnight Camping Fees

**The Refund Request Form is to be submitted only after a cancellation has been completed by contacting the call centre at 1-866-668-2267, canceling online, or cancelling in-person at the Conservation Area.**

Under extenuating circumstances, campers may be eligible for a refund of a portion of their nightly camping fees. Conditions such as inclement weather, high insect populations, etc. do not constitute a valid reason for a refund. Cancellation, change, and reservation fees are non-refundable.

If you believe that you have a valid reason for a refund, please complete the online Refund Request Form and submit it by email or paper mail (info below). The form must be received by the Conservation Area office within 14 days of your camping departure date. **Note:** Documentation/proof must be attached (e.g., copy of doctor/hospital certificate, death certificate, etc.).

Completed forms will be reviewed on their own merit and there is no guarantee that a refund will be approved. A cancellation fee will apply to any approved refunds. The UTRCA will contact you via email within four to six weeks from the date of receipt to advise whether your refund request has been approved or denied. Please ensure the email address you have provided on the form is valid and that you monitor your spam/junk mail folder.

If the request for refund has been approved, the refund will be processed to a UTRCA e-gift card or to the original payment method used at the time of the reservation at the sole discretion of the UTRCA.

Please complete the [Refund Request Form](#) and mail it to the following address or email it to [infoline@thamesriver.ca](mailto:infoline@thamesriver.ca) with "Refund Request" in the email title.

Upper Thames River Conservation Authority  
Attn: Damian Schofield  
1424 Clarke Road  
London ON N5V 5B9

Personal information collected on this form is collected under the authority of the Conservation Authorities Act and will be used in the administration of UTRCA Conservation Areas. Questions about the collection of information should be directed to the UTRCA General Manager.